

**ESA 7.01 BIENNIAL IMPLEMENTATION PLAN
FOR AMERICAN INDIANS
JULY 1, 2006 – JUNE 30, 2008**

EXECUTIVE SUMMARY

I. ECONOMIC SERVICES ADMINISTRATION

The Mission of the Economic Services Administration (ESA) is to provide the resources and support that help people build better lives.

ESA provides assistance to low-income families, children, pregnant women, people with disabilities, older adults, refugees, and immigrants. ESA also provides economic resources for children who need child support, child care, medical services, or paternity establishment. ESA provides services through 42 CSOs, 10 branch offices and 6 outstations, with a call center in each CSO except in Region 5 which has one centralized call center. Child Support is delivered through the 10 Child Support Offices. ESA staff work closely with other Governments: Federal, State and Tribal as well as their agencies, courts, and community partners in the development of programs and in the delivery of services.

OFFICE OF ASSISTANT SECRETARY

The Office of the Assistant Secretary provides overall direction and guidance to the Economic Services Administration. It coordinates activities across the divisions and works with the other Administrations within DSHS to provide coordinated services to mutual clients.

This year Governor Gregoire, under Executive Order 05-02, directed agencies to adopt a comprehensive Government Management, Accountability and Performance system (GMAP). ESA programs and services will continue to implement GMAP principles as we undergo significant changes in implementing federal and state welfare reform, child support and child care legislation.

ESA Assistant Secretary, Deb Marley, demonstrates a strong commitment by working with Tribes at the state, regional and local levels, utilizing the principles of the Centennial Accord and DSHS Administrative Policy 7.01. ESA continues to work with tribes to strengthen state/tribal partnerships, improve communication and explore ways to involve and consult with Tribes and Indian organizations in the development of rules, regulations, policies, and in the delivery of services.

The State Tribal Relations Unit (STRU) assists ESA in meeting our commitment to the Centennial Accord and DSHS Administrative Policy 7.01 by operating within a government-to-government relationship with Tribes in the development and delivery of culturally appropriate services. STRU negotiates state/tribal process and agreements, provides education and training to both governments, assists in the development of tribal specific policy to institutionalize the government-to government-principles of the Centennial Accord, and

serves as a resource regarding state/tribal issues to staff throughout the ESA Administration, to clients of our services, and to Tribes and Indian Organizations.

II. SERVICES BY DIVISION

A.COMMUNITY SERVICES DIVISION

John Clayton is the Director for the Community Services Division (CSD). This division administers cash, food and medical assistance programs through a network of Community Service Offices (CSO's) and Customer Service Centers (CSC's). CSD operations are managed through six regions with a core group of program and operations support staff located in Lacey. The CSD is responsible for administering most field programs under the Economic Services Administration, with the exception of the Child Support Enforcement program.

There are 60 Community Services Offices strategically located throughout the state. The CSO's provide services that generally require face to face contact, such as initial eligibility interviews or eligibility reviews for cash and food assistance, employment and other support services.

Each CSO is lead by a Regional Administrator. The Regional Administrators are: Region 1, Audrey Adams; Region 2, David Rendon; Region 3, Greta Lent Region 4, Patti Omdal; Region 5, Dot Campbell; and Region 6, Cindy Mund.

B. DIVISION OF CHILD SUPPORT

The Division of Child Support (DCS) helps custodial parents collect child support payments. The staff in 10 offices throughout the State establish and enforce child support obligations through administrative and judicial processes.

David Stillman is the Director for the Division of Child Support. DCS works with prosecutors, Tribal Governments and their courts, county courts, employers, and various state agencies to provide: paternity establishment, child support order establishment and modification, child support order enforcement, child support collection and distribution, non-custodial parent (NCP) locate services, medical order establishment and enforcement, and interstate collection service.

DCS has a state/tribal relations team, which includes headquarters, regional and ESA STRU staff. This team assists DCS in working government-to-government with tribes to provide culturally relevant child support services in tribal communities.

DCS has designated tribal liaisons in each Region to manage tribal cases and serve as the regional point people for tribal issues; and a Regional tribal claims officer to handle legal issues and to bring cases into tribal courts. DCS District Managers are: Mark Swenson, Spokane; Glenda Nelson, Wenatchee; Sylvia Flores, Yakima; Camille Little, Kennewick; Harry Welling, Everett; Sharon Redmond, Seattle; Mary Jo Seaholm, Tacoma; Donna Hengeveld, Fife; Tim Rockett, Olympia; and Roger Johnson, Vancouver.

C. DIVISION OF EMPLOYMENT AND ASSISTANCE PROGRAMS.

The Division of Employment and Assistance Programs (DEAP) develops policy and procedure and manages programs that help DSHS clients obtain needed cash, food and medical services. DEAP provides support to field staff through training, manual material and policy consultation as they implement new programs and deliver services to eligible clients. DEAP staff monitors and evaluates program efforts through data collection and quality assurance activities and works statewide to assure that programs run effectively and consistently.

Duane French, Division Director, works with a team to manage numerous DSHS programs, including the Basic Food (the Federal Food Stamp Program), Food Assistance Program for Legal Immigrants (FAP), Food Stamp Employment & Training (FS E&T), General Assistance-Unemployable (GAU), Refugee Cash Assistance (RCA) and Refugee Services, State Family Assistance (SFA), Supplemental Security Income (SSI) State Supplemental Payments (SSP), Temporary Assistance for Needy Families (TANF) and WorkFirst (WF).

In SFY 2006 DSHS continued contracting for provision of WF services with two Indian tribes – Upper Skagit and Lummi Nation under the Tribal WorkFirst Contracting Initiative. The Economic Services Division (ESD) eliminated its entire share of funding, resulting in a 40% reduction in WF Tribal contracts. Contract agreements with reduced services were signed for nine months (7/1/05 – 3/31/06) with an option to re-negotiate an additional three month extension (4/1/06 – 6/30/06). In March 2006 DSHS signed 15 month (3/1/06 – 6/30/07) contracts with Upper Skagit and Lummi Nation tribes at the current funding level, with all funds coming from only DSHS. In 2006 the Department of Community Trade and Economic Development (CTED) announced its decision to not participate in Tribal contracts' funding.

D. DIVISION OF MANAGEMENT AND RESOURCE SERVICES

Judy Divine is the director of Division of Management Resources and Services (DMRS). This division develops and monitors ESA's operating budget, and has oversight over core ESA business operations, including Fiscal Management, Human Resources, Facilities Management, Operations Support, Contracts Analysis and Compliance, management of the Electronic Benefits Transfer (EBT) and Electronic Funds Transfers (EFT) systems, and the Office of Quality Assurance.

E. INFORMATION TECHNOLOGY DIVISION

The Information Technology Division provides a central focus to Economic Services Administration's information technology applications.

They leverage new and existing technologies to enhance customer service and create operational efficiencies that allow staff to assist clients and Tribes with their financial, medical and self-sufficiency needs.

F. DIVISION OF CHILD CARE & EARLY LEARNING

Governor Gregoire signed into law SHHB 2964 a measure she requested that will consolidate Washington's scattered early learning and child care programs into one cabinet-level agency, the Department of Early Learning. This law will take effect July 1, 2006.

III. KEY ACCOMPLISHMENTS AND AREAS OF FOCUS FOR THE FUTURE

A. STATE/TRIBAL RELATIONS UNIT - SUMMARY OF PAST AGREEMENTS AND CONTRACTS AND PLANS FOR FUTURE DEVELOPMENT

Three areas of continued activity are State/ Tribal Agreements for Tribal TANF Programs, WorkFirst Tribal contract agreements and Tribal Child Support Programs. Washington State has the highest number of Tribal TANF Programs (nine) and the highest number of Tribes Administering their own Child Support Programs (six) in the United States.

Due to the successes of previous Tribal TANF Programs, an increasing number of tribes have expressed their intent to pursue their own Tribal TANF Programs. The Tribes with current programs continue to renew them at the end of the three-year federal plan. The Port Gamble S'Klallam Tribe and the Lower Elwha Klallam Tribe are in their third three-year Tribal TANF plan period. In 2005, the state started renegotiating with the Spokane Tribe of Indians and that agreement will be renewed in 2006. Also in 2005 two new Tribal TANF Programs started: the Nooksack Tribe (in Whatcom County) and Tulalip Tribe. The state received letters of intent to pursue Tribal TANF from the Kalispel Tribe, Upper Skagit Tribe, Nooksack Tribe (for Skagit County), Lummi Nation, Hoh Tribe, Shoalwater Bay Tribe, and the Muckleshoot Tribe. The State is in various stages of negotiations with these Tribes.

In the area of child support, the most significant development (March 30, 2004) was the publication of the final rule for operation of federally-funded tribal child support programs. The rule provides for \$500,000 start-up funding over two years without the need for additional matching tribal funds. In addition, it provides flexibility to Tribes in defining program measurements, income withholding requirements, in-kind support payments, distribution methods, and opportunities for waivers of certain rules. Besides the Tribes currently operating Child Support Programs (Puyallup (2001), Port Gamble S'Klallam Tribe (2002) and the Lummi Nation (2002)), three additional Tribes were approved for funding: Colville Confederated Tribes, Quinault Indian Nation, and the Nooksack Tribe. STRU works closely with DCS Headquarters and Regional Tribal Staff to assist tribes in developing and implementing Tribal Child Support Programs, and will continue working with existing programs as the final rule modifies existing procedures.

IV. HIGHLIGHTS OF THE PLAN FOR 2006-2008

A. COMMUNITY SERVICES DIVISION 7.01 PLAN HIGHLIGHTS

Key highlights from the CSD regional plans are included below.

- Continue to build positive working relationship between each of our Community Services Offices and their corresponding Native American groups.
- One of the highlights of this year has been the Stabilization of our outreach activities.
- Work together with the tribes to develop and deliver training (in addition to the Governor's Office training) on the issues, governmental systems and cultural information relevant to each tribe.
- Coordinating with all TERO (Tribal Employment Rights Office) with Each Tribe and Work First Employment Security staff and several other community partners sat on the committee to plan TERO Educations and Job Fair.
- Develop and share accurate ad hoc data reports for TANF, Food Assistance, Child Care Only Cases, and Medical to identify issues and gaps in services.
- Add CSD program changes/ updates to the agenda of the quarterly 7.01 meetings for the regions that participate in quarterly meetings.

B.DIVISION OF CHILD SUPPORT 7.01 PLAN HIGHLIGHTS

The commitments of DCS Regions, Headquarters and STRU are included below.

- Work with Tribes to develop cooperative child support agreements and informal processes.
- Work with Tribes that apply for and establish federally funded child support offices to coordinate service delivery to children and families.
- Work with Tribal TANF tribes to develop child support processes and agreements.
- Develop additional tribal policies, resource and training materials, and draft tribal-specific language in forms and state regulations.
- Work with DCS staff and Tribes to resolve issues on individual child support cases.
- Keep Indian tribes informed, and consult with them regarding proposed legislation, policy/procedure changes, and the delivery of services.
- Provide technical assistance, training, and outreach services to interested Tribes.
- Provide limited SEMS Web access to interested Tribal IV-D and TANF Tribes.
- Ongoing review and maintenance of the DCS Tribal Relations Internet Web Site located at <http://www1.dshs.wa.gov/dcs/tribal/>.

C. DIVISION OF CHILD CARE LICENSING 7.01 PLAN HIGHLIGHT

- Transition to the new department with the Tribes' input.
- Develop protocols for eligibility for those Tribes that request to do their own eligibility.
- Develop protocols for communication on a Government to Government basis with Tribes.